MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

Ontario

Annual Report

85-4449/

Honourable John Black Aird,
O.C., Q.C., B.A., L.L.D.,
Lieutenant Governor of Ontario

The Ministry of Consumer and Commercial Relations is pleased to submit its annual report of operations for 1983-84.

Robert Elgie, M.D.
Minister
March 31, 1984

MESSAGE FROM THE MINISTER

Throughout the past fiscal year, this ministry continued its efforts to maintain a safe and honest marketplace in Ontario. The challenge of protecting consumer rights without restricting the right of business to make legitimate profits is being met on many fronts.

For example, we have seen just how well industry-financed consumer protection funds can work for the people of Ontario. The nine-year-old Travel Industry Act Compensation Fund paid out more than $1.5 million in claims during the fiscal year, mostly to compensate consumers for out-of-pocket losses following the failure of two travel firms.

A similar type of industry-financed and ministry-regulated protection proved invaluable when employee pension funds were found to be short of money following the failure of two Ontario employers.

The Motor Vehicle Dealers Compensation Fund, for which legislation was approved this year, should prove just as useful in protecting those who face the loss of their deposits on undelivered vehicles as a result of dealership bankruptcy, and in settling unpaid court judgments against automotive dealers. This new fund is scheduled to go into operation next year.

Not all consumer protection measures, however, lend themselves to such co-operative industry participation. There are occasions when the cold water of legislation is needed to douse the flames of fraudulent or misleading conduct.

The Residential Complex Sales Representation Act was passed last year after a number of people who believed they were buying a particular unit in a residential apartment building found they had purchased only a percentage interest in the building.

Prohibited by the Landlord and Tenant Act from evicting the current tenants, "buyers" found themselves homeless in some cases. The new act prohibits sellers from leading purchasers to believe they can immediately occupy a dwelling unit, when no such right exists, and from leading purchasers to believe they are buying a particular unit when, in fact, they are purchasing only a percentage interest in the building.

On other fronts, the ministry's Financial Institutions Division continued to press ahead on new legislation governing loan and trust companies, a process undertaken in close consultation with the industry and our federal and provincial counterparts.

The proclamation of the Futures Exchange Act cleared the way for the opening of the Toronto Futures Exchange, an important step forward for Ontario investors who, in the past, have had to direct much of their futures trading to major American exchanges.

The ministry also tabled an independent committee report that endorsed the establishment of an Ontario Insurance Exchange to serve as a central marketplace where insurance risks can be shared by a number of underwriters. Plans are now being formalized which may make the exchange a reality in the near future.

In addition, the ministry introduced the Extra-Provincial Corporations Act, which will remove the need to obtain a licence for Canadian companies incorporated outside Ontario wishing to do business in the province. Removal of the licensing requirements has made Ontario a leader in Canadian corporate law and should attract new investment.

The ministry also endeavored to make Ontario a safer place to live. In conjunction with the Ministry of Transportation and Communications, an inspection program for propane-powered vehicles was introduced and will get underway next year. The inspection procedure will address some concerns that have been identified in propane conversion, equipment and re-fuelling.

Throughout the year, the ministry responded to and took initiatives in both the marketplace and the community with a sense of energy and dedication that can only enhance Ontario's reputation as a good place to live, work and do business.

Robert G. Elgie, M.D.
Minister of Consumer and Commercial Relations

MESSAGE FROM THE DEPUTY MINISTER

To the Honourable Dr. Robert Elgie, Minister of Consumer and Commercial Relations

This annual report is submitted with considerable pride as a record of the diligence, perception and understanding demonstrated by the staff of this ministry on behalf of Ontario consumers. It also demonstrates that the ministry is more than the sum of its many acts, regulations, documents and files. Instead, this ministry provides a range of important services delivered across the broad scope of its mandate.

Perhaps there is no more visible measure of these services than a dollars and cents accounting of the money returned to consumers. Our Business Practices Division, for example, continued to move aggressively in its defence of consumer rights. More than $1.6 million was returned to consumers as a direct result of mediation or court action undertaken by division staff. One of the division's largest investigations exposed a scam involving the sale of vacation properties that were inaccessible, swampy, prohibited from development or for sale by someone other than the owner.

Meanwhile, the Residential Tenancy Commission was instrumental in having $1.2 million returned to tenants who had been charged unlawful rent increases.

No less important was the work of our Financial Institutions Division. It stepped in on behalf of seniors and issued guidelines to the insurance industry prohibiting the practice by some companies of refusing to renew or issue new automotive policies solely because of age.

Our continuing efforts to save the business community both time and money, while maintaining appropriate public safeguards, resulted in the introduction of over-the-counter incorporation services in another two land registry offices. There are now eight offices offering this service.

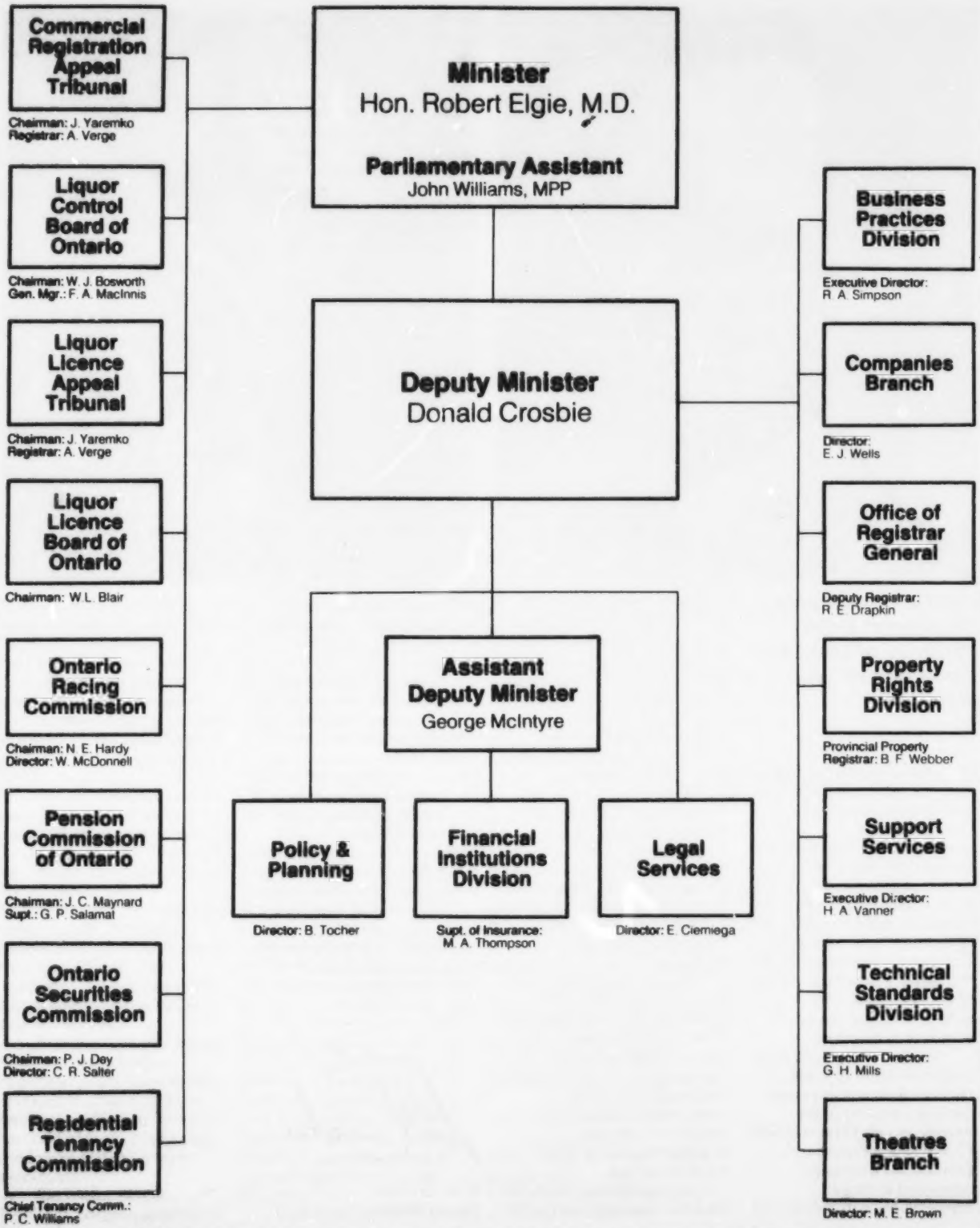
We also improved the service in our land registry offices in Cochrane and St. Catharines. By fiscal year's end, construction was also well underway on new registry offices in Welland and Ottawa.

Special mention could be made of a long list of events and achievements but I would particularly like to highlight the continuing advances made within our French language services program. It is now possible to incorporate or register a business using either French or English forms. In fact, fully 50 per cent of the ministry's public forms are now available in a bilingual format and, by fiscal year's end, half of the ministry's legislation had either been translated or was being translated into French.

Internally, ministry staff and management continued to follow up on the landmark, 1982 Employee Relations Agreement by establishing five new employee relations committees and promoting the Quality of Working Life philosophy. These developments add efficiency and fulfilment to the working environment and should be applauded. With these few selected highlights as introduction, I proudly submit to you the annual report on the state of the ministry for fiscal year 1983-84.

D. A. Crosbie
Deputy Minister

ORGANIZATION OF THE MINISTRY



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COMMERCIAL STANDARDS PROGRAM

Business Practices Division

The 122 employees of the division administer 15 acts, all designed in some way to protect consumers. The cornerstone of the division is the Business Practices Act, which prohibits companies from making representations that are false, unconscionable, deceptive or misleading. Where evidence of such practices is found, the division can lay a charge, issue a cease-and-desist order or accept an agreement from the business to voluntarily stop the practice. The division is divided into three main areas: Consumer Advisory Services, Investigation and Enforcement and Commercial Registration. Through its individual registrars, the division is responsible for the examination of the registration applications of numerous types of businesses. Registrars can refuse to renew or register a company or recommend that its licence be revoked if operations do not meet requirements under the acts.

Highlights

Consumer Advisory Services: During the fiscal year, the eight regional Consumer Advisory Services Bureaus processed 11,700 complaints on matters ranging from home improvement contracts to undelivered mail goods. The bureaus (located in Windsor, London, Hamilton, Toronto, Peterborough, Sudbury, Ottawa and Thunder Bay) offer impartial consultation and mediation to help resolve disputes between consumers and businesses under the jurisdiction of Business Practices laws. As a result of mediation carried out by the staff, almost $1 million was returned to consumers. During the preceding fiscal year, staff handled 13,069 complaints, recovering more than $1 million on behalf of consumers.

Investigation and Enforcement: A total of 257 new investigations were completed into car repairs, car sales, phoney charities, cheap financing rates, multi-level marketing schemes, mail order scams, and a host of other misrepresentations in the sale of goods and services.

The branch entered into 522 court prosecutions with an estimated conviction rate of 80 per cent. As a result of work by Investigation and Enforcement, $650,000 was recovered on behalf of consumers through court-ordered or voluntary restitution.

Commercial Registration: Central registration processed 21,000 new registrations and renewed 30,000 existing registrations under seven acts.

The division expanded its horizons when a new law, the Residential Complex Sales Representation Act, was proclaimed in December, 1983. The act prohibits

The bureaus processed a total of 11,700 complaints on a wide variety of issues during the fiscal year.

Investigations

Act	Brought forward	Opened	Closed	Outstanding
Bailiffs Act	–	1	–	1
Business Practices Act	132	122	91	163
Collection Agencies Act	3	3	2	4
Consumer Protection Act	7	2	–	9
Consumer Reporting Act	–	2	–	2
Mortgage Brokers Act	12	14	9	17
Motor Vehicle Dealers Act	89	82	68	103
Real Estate and Business Brokers Act	56	18	11	63
Travel Industry Act	10	3	6	7
Other	12	10	7	15
*Criminal Code	–	–	–	–
TOTAL	321	257	194	384

Prosecutions

Act	Brought forward	Commenced	Completed	Outstanding
Bailiffs Act	1	–	–	1
Business Practices Act	22	43	27	38
Collection Agencies Act	–	–	–	–
Consumer Protection Act	26	27	15	38
Consumer Reporting Act	–	–	–	–
Mortgage Brokers Act	17	3	9	11
Motor Vehicle Dealers Act	31	16	18	29
Real Estate and Business Brokers Act	–	–	–	–
Travel Industry Act	4	–	–	4
Other	3	1	1	3
*Criminal Code	598	432	560	470
TOTAL	702	522	630	594

*Criminal Code Prosecutions
(Note: Investigations are not commenced under the Criminal Code but often result in criminal prosecution.)

vendors of part interests in apartment buildings or mobile home parks from leading people to believe they are buying the right to own or immediately occupy a particular unit if, in fact, they are only acquiring an interest in the property. The legislation was prompted by instances of part interests in apartment buildings being sold to purchasers who, under the Landlord and Tenant Act, were prohibited from forcing current tenants out.

In June, amendments to the Motor Vehicle Dealers Act were passed, clearing the way for the establishment of an industry-financed compensation fund. The fund, which is expected to be in operation by 1985, will protect people who lose deposits on undelivered vehicles because of a dealership bankruptcy. It will also be used to settle unpaid court judgments against a dealer. Other measures, intended to curb unethical car repair outlets and protect the purchasers of new or used cars, were given extensive study.

The Consumer Advisory Services Bureau helped a woman get a full refund on a used car purchased for $10,655 from a dealer. After investigation, the car, described by the dealer as having had one previous owner, was found to have been registered to seven owners and also carried a valid Safety Standards Certificate, despite problems with safety-related components.

In other cases the auto fraud team charged several automobile repair businesses, including three major companies, with performing unnecessary repairs. Charges resulted from complaints registered with the ministry by consumers.

Forty Toronto-area companies were investigated in connection with the sale of Ontario vacation properties. The investigation, which also involved Metropolitan Toronto Police, was launched after about 200 people complained they were bilked when buying cottage and vacation land.

Some victims lost down payments of up to $10,000; others unknowingly bought property that was inaccessible, swampy, restricted from development or already sold to someone else. The investigation is continuing and criminal charges are expected to be laid.

A uniform code of ethics for the collection of bad debts was put in place in September under the Collection Agencies Act. The regulations, which were already being voluntarily followed by most of the industry, prohibit collection agencies from engaging in certain practices, such as calling to collect a debt on a Sunday or statutory holiday.

Processing registrations and maintaining records was made easier when a new computer system became functional in May. About 150,000 paper files accumulated over the years were transferred to microfilm and integrated into the new system.

All 321 investor/creditors who lost money in the 1980 bankruptcy of Re-Mor Investment Management Corp. were compensated by the provincial government in September.

The compensation program, introduced on the recommendation of the Ontario ombudsman, included an estimated $1.2 million net recovery from the bankrupt estate plus an approximate $5.2 million provincial government contribution. When accepting the offer, investor/creditors

Registrations, Complaints and Inspections

Act	Registrants	Complaints	Inspections
Bailiffs Act	158	2	13
Business Practices Act	N/A	3,862	N/A
Collection Agencies Act	991	195	65
Consumer Protection Act	1,916	1,641	93
Consumer Reporting Act	426	36	2
Mortgage Brokers Act	558	42	422
Motor Vehicle Dealers Act	19,104	1,235	669
Real Estate and Business Brokers Act	36,618	187	1,066
Travel Industry Act	2,538	288	2,072
Other	74	4,212	N/A
TOTAL	63,383*	11,700	4,402

*The figure includes the total number of companies and individuals registered.

assigned all claims against the company, its officials and others to the provincial government.

Discriminatory Business Practices Act

The act prohibits business from entering into agreements that would result in discrimination on the basis of race, creed, color, nationality, ancestry, place of origin, sex or geographic location. The act provides for the issuance and enforcement of orders of compliance and assurances of voluntary compliance. The act also allows those discriminated against to sue for punitive or exemplary damages. Those contravening the legislation may not supply goods or services to the government or its agencies for five years.

Highlights

No complaints were received under the act, no assurances of voluntary compliance or cease-and-desist orders were issued and no charges were laid.

Contracts containing what were considered to be discriminatory clauses were brought to the ministry's attention by ten companies that had been asked to submit bids. In all cases, the companies reported that they had either refused to submit a bid or had done so only after deleting the questionable clauses.

Travel Industry Act

The act requires all travel agents and wholesalers in the province to register with the ministry and to contribute to the Travel Industry Act Compensation Fund. The fund is used to compensate consumers who have paid for, but have not received, travel services because of an agent or wholesaler bankruptcy or other circumstance.

Highlights

The Travel Industry Act Compensation Fund paid out more than $1.55 million to 4,100 consumers who did not receive pre-paid travel services. During the preceding fiscal year, the fund paid out a record $2.05 million and since its inception in 1975, has paid more than $7.5 million to cover consumer, agent and wholesaler claims.

Most claims against the fund during 1983-84 were triggered by the failure of a large Toronto travel wholesaler, Chieftain Holidays/Tours and Shamrock Tours, which placed the travel plans of approximately 3,700 people in jeopardy. Trustees of the Travel Industry Fund, working with the Alliance of Canadian Travel Associations (ACTA), established an emergency committee to ensure that no traveller was stranded abroad.

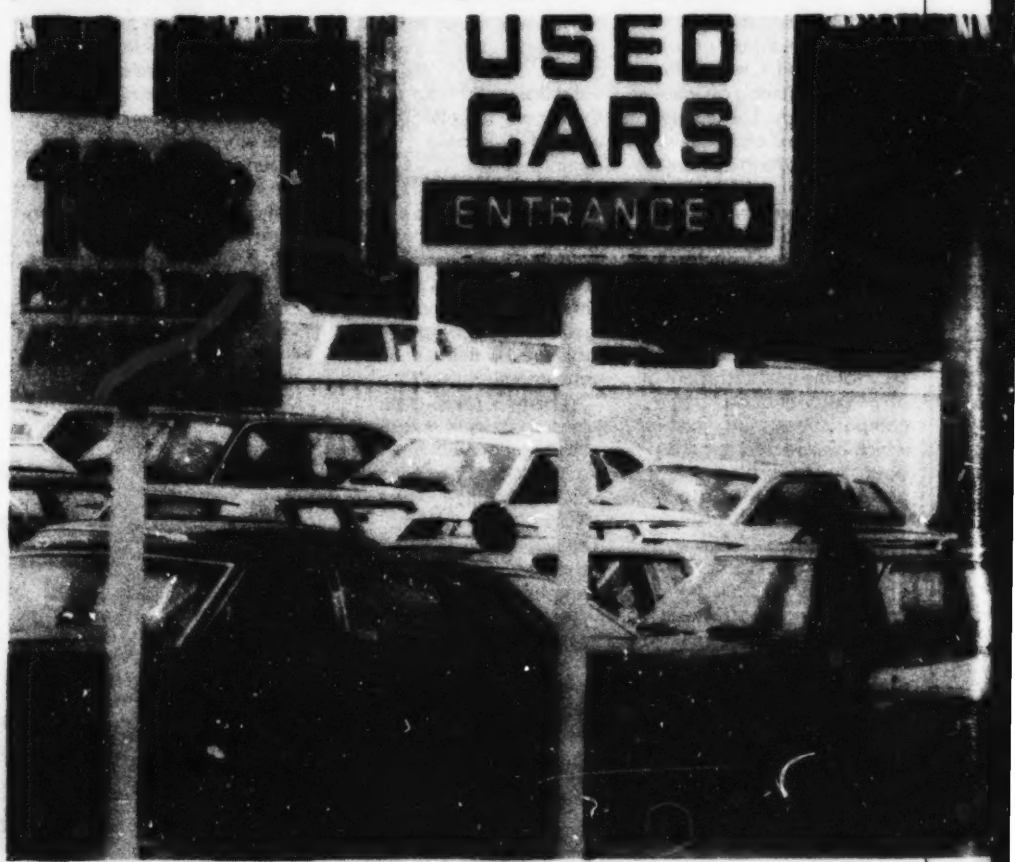
Consumer claims on Chieftain/Shamrock totalled more than $1 million.

In March, about 200 skiers were temporarily stranded in Vermont by the failure of Toronto's Majestic Ski Tours. ACTA and the fund sent buses to bring them home and arranged payments to Vermont hoteliers.

While the reimbursement limit on any single bankruptcy is $1.5 million and consumers may only claim up to $3,500 per person on a travel failure, all claims during the fiscal year fell within these limits, allowing payments to be made in full as claimed.

Contributions to the fund are based on gross sales. Agents pay $3 for each $10,000 in gross sales, while wholesalers pay $12 for each $10,000 in gross sales. Trustees administering the independent fund are appointed from government, industry and the public by the Lieutenant-Governor in council.

The Business Practices Division registered 19,104 companies and individuals under the Motor Vehicle Dealers Act.

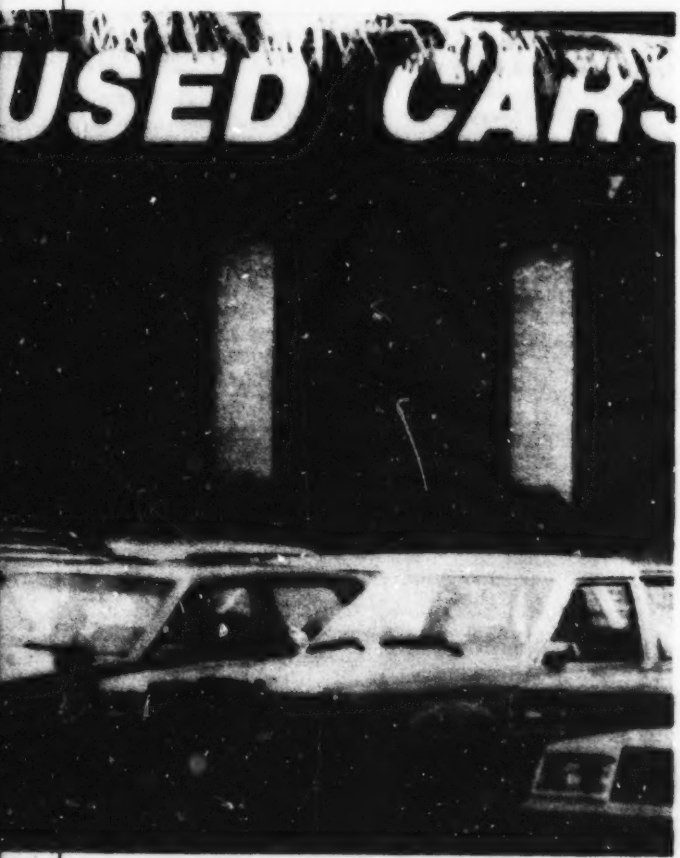


Acts administered by the division:
Bailiffs Act
Business Practices Act
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Discriminatory Business Practices Act
Mortgage Brokers Act
Motor Vehicle Dealers Act
Paperback and Periodical Distribution Act
Real Estate and Business Brokers Act
Residential Complex Sales Representation Act
Travel Industry Act

Non-Regulated Areas:
Petroleum Franchising Guidelines
Equal Credit Opportunity Guidelines

The division also monitors the corporation designated to administer the Ontario New Home Warranties Plan Act.

Executive Director:
R. A. Simpson
Director, Investigation and Enforcement Branch:
D. L. Mitchell
Registrar, Motor Vehicle Dealers Act:
A. W. Abrams
Registrar, Travel Industry Act:
D. N. Caven
Registrar, Baliffs, Collection Agencies, Consumer Reporting and Mortgage Brokers Act:
W. W. Stoddart
Registrar, Real Estate and Business Brokers Act:
A. A. Coleclough
Director, Consumer Advisory Services Branch:
D. I. Radford



Commercial Registration Appeal Tribunal

An independent forum, this tribunal offers individuals and companies a simple, expeditious and inexpensive way to appeal many of the decisions and proposals made by ministry officials and other authorities responsible for licensing and registering businesses under the ministry's jurisdiction. The Commercial Registration Appeal Tribunal (CRAT) also considers appeals under the Ontario New Home Warranties Plan Act and the Travel Industry Act. Appeals are heard by a panel comprised of a chairman, a permanent member and an industry representative.

Highlights

The tribunal dealt with 487 cases. Written decisions and rulings were rendered on 77 cases, 157 were stayed or settled without formal hearings and 248 cases were in process at the end of the year. Each spring CRAT publishes a summary of its previous year's decisions. Copies of the summary are available from the Ontario Government Book Store, 880 Bay Street, Toronto, Ontario M7A 1N8.

Toward the end of the fiscal year, legislation was introduced to provide for the full merger of the Liquor Licence Appeal Tribunal (LLAT) with the Commercial Registration Appeal Tribunal. LLAT and CRAT have had one chairman and have been administered jointly since 1979. The merger was recommended in the 1978 Report of the Agencies Review Committee of the Management Board of Cabinet, set up to identify, among other things, those government agencies that could amalgamate and still maintain their functions.

Acts giving jurisdiction to the tribunal:
Bailiffs Act
Business Practices Act
Collection Agencies Act
Consumer Protection Act
Consumer Reporting Act
Credit Unions and Caisses Populaires Act
Discriminatory Business Practices Act
Mortgage Brokers Act
Motor Vehicle Dealers Act
Ontario New Home Warranties Plan Act
Paperback and Periodical Distributors Act
Real Estate and Business Brokers Act
Travel Industry Act
Upholstered and Stuffed Articles Act

Chairman:
John Yaremko, Q.C.
Registrar:
Audrey Verge

Companies Branch

The branch incorporates new businesses, registers sole proprietorships, partnerships and style names of corporations, and also licenses most extra-provincial corporations conducting business in Ontario. It also makes information available to the public about businesses in Ontario, such as names and addresses of directors, officers and partners and the purpose for which businesses were established.

Highlights

About 29,000 new businesses were incorporated in Ontario through the branch, a seven per cent increase over the 27,000 incorporations recorded during the previous fiscal year. Branch statistics also show a seven per cent rise in the registration of sole proprietorships and partnerships. There are now approximately 388,000 active sole proprietorships and partnerships in Ontario.

The public requested almost 243,000 searches of corporate records, an increase of three per cent from the previous year. The branch also undertook about 98,000 searches of partnership, sole proprietorship and style name records. The branch maintained its impressive service record through a staff re-organization that streamlined operations.

The long-awaited, revised Business Corporations Act came into force at mid-year, putting Ontario in the forefront of Canadian corporation law. The act widens shareholders' rights, allowing them to show their disagreement with business deals by requiring the corporation to buy them out. Rights of minority shareholders and creditors are also protected. The act reduces paperwork for non-offering (private) corporations (with assets not exceeding $2.5 million and sales not exceeding $5 million) by exempting them from audit requirements, provided shareholders agree.

The Extra-Provincial Corporations Act was introduced in the Ontario Legislature in October. It would make Ontario the first Canadian province to stop considering extra-provincial Canadian corporations as 'foreign' businesses by removing special licence requirements.

Over-the-counter incorporation services were introduced in the ministry's land registry offices in Kingston and Peterborough. Seven regional centres now offer incorporation services. Fees for certain services provided by the branch were increased to reflect rising processing costs. The increases were within the five per cent provincial government limit.

Acts administered by Companies Branch:
Business Corporations Act, 1982
Corporations Act
Corporations Information Act
Corporation Securities Registration Act
Limited Partnerships Act
Partnerships Act
Partnerships Registration Act

Director:
E. J. Wells

The companies branch conducted 243,000 searches of corporate records for members of the public during the year. Microfiche lists of corporations are available for public use at the record section office which also provides information on partnerships and other types of Ontario businesses.

Financial Institutions Division

The division regulates financial institutions such as insurance companies, loan corporations, trust companies and credit unions, ensuring they meet legal requirements.

The division also oversees the Motor Vehicle Accident Claims Fund and the operation of cemeteries and co-operative corporations.

Insurance, Loan & Trust Companies

One of Financial Institutions' key responsibilities is the regulatory supervision of the insurance and loan and trust industries operating in Ontario. This includes licensing loan and trust companies, insurance companies, and agents and brokers, with the exception of those general insurance brokers licensed by the Registered Insurance Brokers of Ontario. In addition to supervising insurance and loan and trust companies, the division monitors farmers' mutuals, fraternal societies and mutual benefit societies. Registrants are required to comply with applicable statutory requirements and not to engage in unfair or deceptive practices as defined by the Loan and Trust Act and the Insurance Act.

Highlights

The division handled 1,619 complaints against insurance companies; down from the 1,710 complaints received during the previous fiscal year. The division is responsible for the regulation of 622 insurance corporations and 20,055 insurance agents and adjusters, representing an increase of 53 insurance companies and 446 agents over the previous year. During 1983, 57 trust companies and 36 loan corporations were registered to do business in Ontario. The division's Investigation Section completed 56 investigations during the fiscal year, resulting in 11 criminal charges.

Examinations continued into the business dealings of three Ontario trust companies whose assets were placed under the control of the registrar in January, 1983. Agreements were reached separately for the continued operation of the companies. The work required the secondment of staff to aid in the ongoing police investigation. A major highlight of the year was the tabling of the division's white paper on Loan and Trust Corporation Legislation and Administration in Ontario. With 62 major recommendations, the document became the basis for extensive hearings before the legislature's Standing Committee on the Administration of Justice. The committee held meetings throughout January, February and March of 1984.

Facility Association

The insurance industry operates the Facility Association, a residual market insurance pool, to provide insurance for those drivers experiencing difficulty obtaining insurance in the regular marketplace.

Highlights

Automobile insurance rate adjustments were filed on two occasions by the Facility Association and approved, with modifications, by the Superintendent of Insurance under the authority of the Compulsory Automobile Insurance Act, 1979. The effective dates of the approved rate changes were July 1, 1983 for motorcycles, snowmobiles and other miscellaneous vehicles and January 1, 1984, for private passenger risks, excluding those increased the previous summer.

Notice of rate filings is published in the Ontario Gazette to permit interested parties to make submissions to the superintendent concerning proposed rate changes. The association received one written submission related to statistical justification for motorcycle rates. As a result, changes are being implemented in the statistical plan to support the graduation of rates between low-power and high-power bikes.

Studies continued on the proposed elimination of age, sex and marital status as automobile insurance rating factors. Changes to the statistical plan were made to eliminate the collection of statistics on drivers under the age of 25. Effective January 1, 1984, detailed coding of make and model of insured vehicles was introduced. This should allow testing of the present system of rating collision coverage by the price of the vehicle. As a result, insurance costs are expected to be more closely related to repair costs.

Complaints from senior citizens about unfair practices in auto insurance declined substantially after guidelines were issued to prevent the insurance industry from refusing to issue or renew policies solely due to a person's age or from requiring surcharges or medical examinations solely because of age.

Motor Vehicle Accident Claims Fund

Automobile insurance has been compulsory in Ontario since Dec. 1, 1979. The fund pays claims arising from accidents caused by uninsured or unidentified vehicles involving passengers in uninsured vehicles or pedestrians.

Highlights

This year there were 1,259 new claims against the fund. The number of outstanding claims was reduced to 1,395 from 1,774 in the previous year, with total payments falling to $11,575,000 from $13,584,000. Payments included $2,100,000 made on behalf of the insolvent Pitts Insurance Company.

There was a slight increase in revenue to $9,858,000 from $8,900,000 the previous fiscal year, due mainly to the recovery of $1,002,000 from the Pitts

receiver. The cash reserve of $4,410,000 on hand at the start of the fiscal year was exhausted and a subsidy of $312,000 was required from the Consolidated Revenue Fund of Ontario. The estimated liability for unpaid claims showed a further reduction to $16,153,000 from $20,900,000 over the year, down from $35,028,000 two years earlier.

Credit Unions and Co-operatives Services Branch

The branch endeavors to ensure that Ontario's many credit unions, caisses populaires and co-operatives operate in accordance with provincial legislation. Appropriate financial standards and practices, in addition to management standards, where applicable, are monitored.

Highlights

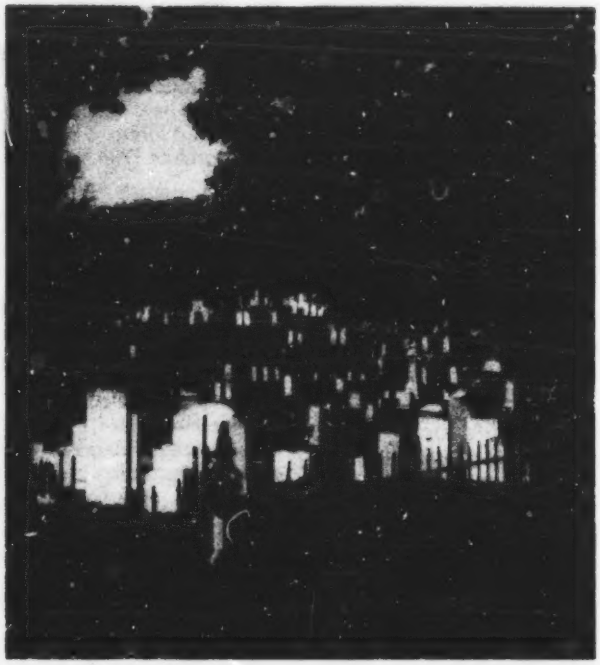
Consolidation within the industry continued with a net reduction of 29 credit unions to 922 from 951.

Assets stood at $6 billion at the end of the fiscal year, up from $5.4 billion a year earlier.

The credit union movement continued to serve approximately 1.8 million Ontario residents.

The number of co-operatives serving Ontario grew to 777, from 725 at the end of 1982-83 and 664 at the end of 1981-82.

High inflation and interest rates in the early 1980s created considerable problems for all financial institutions as well as co-operatives but an improved economic outlook and legislative and regulatory changes in 1981-82 combined to create significant improvement in the financial climate. Further amendments to the Credit Unions and Caisses Populaires Act in 1983 established new operating standards in the areas of assets-liabilities matching, liquidity, reserves and audit reports.



Cemeteries Branch

Staff inspections and visits to cemeteries during the year totalled 2,400. The branch approved the creation or expansion of 45 cemeteries and their facilities and alterations to the existing plans and related facilities of 857 cemeteries.

The branch processed 1,270 returns outlining details of perpetual and pre-need funds this year and examined and approved 218 accounts as an alternative to formal passing of accounts before the court.

Ontario Share and Deposit Insurance Corporation

OSDIC is a self-supporting Crown corporation under the authority of the Credit Unions and Caisses Populaires Act with the primary role of providing insurance against the loss of money invested in, or deposited with, credit unions.

Highlights

Legislative amendments signed into law in June, 1983, raised OSDIC's insurance coverage to $60,000 from $20,000. The increase offered credit union depositors a level of insurance protection equal to that enjoyed by depositors in federally insured financial institutions. This higher insurance level was made retroactive to January 4, 1983.

The legislation also focused OSDIC's energy on insuring deposits and gathering statistics on the credit union movement. The responsibility for maintaining a stabilization fund was transferred, on an optional basis, to the credit union leagues. The move toward greater industry independence resulted in a reduction of OSDIC staff.

Acts administered by the division:
Cemeteries Act
Compulsory Automobile Insurance Act
Co-operative Corporations Act
Credit Unions and Caisses Populaires Act
Guarantee Companies Securities Act
Insurance Act
Investment Contracts Act
Loan and Trust Corporations Act
Marine Insurance Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act
Ontario Deposit Insurance Corporations Act
Prearranged Funeral Services Act
Prepaid Hospital and Medical Services Act
Registered Insurance Brokers Act

Assistant Deputy Minister (Financial Institutions):
George McIntyre
Superintendent of Insurance:
M. A. Thompson
Deputy Superintendent, Legal and Investigation Branch of Insurance and Assistant Registrar:
R. G. Cooper
Deputy Superintendent, Financial Examination Branch of Insurance and Assistant Registrar:
H. R. Terhune
Director, Credit Unions and Co-operatives Services Branch:
T. T. Robins
Director, Motor Vehicle Accident Claims Fund:
E. H. Miles

Ontario Securities Commission

The commission administers the Securities and Commodity Futures Acts that protect and inform investors and ensure that Canadian capital and commodity futures markets operate with efficiency and integrity. The OSC assesses the honesty and reputation of those carrying out business in these markets and enforces minimum standards of conduct. The commission oversees the industry's self-regulating organizations and reviews and monitors their activities. Any person who issues stocks in Ontario or is listed on the Toronto Stock Exchange (TSE) is obligated to meet the province's standards.

Highlights

The commission initiated 22 hearings and reviewed 590 offering documents. It conducted 140 investigations resulting in 29 disciplinary hearings or cautions. There were 21 court prosecutions launched during the year. The commission deregulated rates charged for brokerage services effective April 1, 1983. Several new applications for specialized discount firms were approved and negotiated rates are now widely accepted in the industry.

A 22-day public hearing was held during the summer to discuss the Toronto Dominion Bank's application to register its GreenLine discount brokerage service. At the commission's request, the bank postponed implementing the service to allow time to evaluate the implications of this new development. On October 31, 1983, the commission's GreenLine Decision upheld the four pillar concept of the Canadian financial community (banks, investment firms, insurers and trust companies), with each segment having defined functions protected by legislation against infringement by other segments. The bank, however, was allowed to start its new venture, because the commission felt it was not interfering with the defined core functions of the securities industry.

Banks offering discount brokerage services are required to register as "order execution access dealers" and, as a condition of registration may not provide investment advice to clients. Direct affiliations between conventional brokers and banks offering these services are not acceptable.

Last fiscal year also marked the first full year of operation of the Prompt Offering Prospectus (POP)—a new system that saves time for companies offering securities to the public.

Senior issuers that qualify under financial and other tests may now file a detailed annual prospectus and then a simplified version for each offering made. The new POPs can be approved and cleared by the commission in less time. A total of 20 issuers took advantage of the new system to complete 26 offerings worth $2.17 billion. Also at the Toronto Stock Exchange, the commission implemented the Exchange Offering Prospectus (EOP) that junior industrial companies and national resource firms may use to simplify the approval of exchange offerings.

During 1983-84, 28 EOPs were filed with a total value of over $25 million.

On May 17, 1983, the Toronto Futures Exchange Act was passed, allowing for the opening of a futures exchange in Ontario. Some futures had been traded on the TSE since 1980, but this is the first time they are being offered on a separate exchange, under the authority of the commission.

The commission also continues to research and develop new legislation covering takeover bids. A report on this concern made a number of recommendations which were discussed at a public meeting. OSC staff is working with other securities administrators to fine-tune proposed regulations.

Acts administered by the commission:
Commodity Futures Act
Deposits Regulation Act
Securities Act
Toronto Futures Exchange Act
Toronto Stock Exchange Act

Commission Chairman:
P. J. Dey, Q.C.
Director:
C. R. B. Salter, Q.C.
Deputy Director, Registration/Administration Branch:
C. E. Goad
Deputy Director, Enforcement Branch:
J. F. Leybourne
Deputy Director, Corporate Finance Branch:
R. E. Steen
Deputy Director, Commodity Futures Branch:
D. D. Walters

Pension Commission of Ontario

Established in 1963, the commission endeavors, through registration and monitoring, to ensure that private pension plans are properly funded, safely invested, and that benefits are paid out according to law.

Highlights

The commission registered 408 new plans covering more than 20,000 employees bringing the total number of registered plans to 8,086. Branch staff responded to over 18,000 pension-related inquiries.

In the second quarter of the fiscal year, the Pension Benefits Guarantee Fund, administered by the commission, became fully operational. The fund ensures that all employees who meet certain qualifications will receive certain guaranteed benefits if their pension plan, upon being wound up due to company bankruptcy, is short of funds. Ontario employers who offer defined benefit pension plans made contributions to the fund last year at the rate of one-fifth of one per cent of the total unfunded liability of their plans. This rate may vary from year to year depending on the reserves of the fund. For the plan year 1982, the first year assessed, approximately $2.5 million had been collected by March 31, 1984.

When the pension plans of two bankrupt companies, CCM Inc. and Damas and Smith Ltd., were found to be in trouble, the commission took control of the plan assets and arranged to transfer capital from the Pension Benefits Guarantee Fund to cover part of the deficits.

The transfers, totalling about $1.9 million, will cover the claims of most former employees who would otherwise not have received the benefits to which they were entitled. A portion of the claims is expected to be recovered from the estates of the two firms. New regulations were filed in 1983 which permit plan managers to invest in Canadian resource properties and also bonds or debentures that are insured by a policy of credit insurance. Work is also progressing on the improvement of pension standards, with the understanding that pensions are as important as wages or salaries. The new rules are expected to be enacted early in 1985.

Act administered by the commission:
Pension Benefits Act

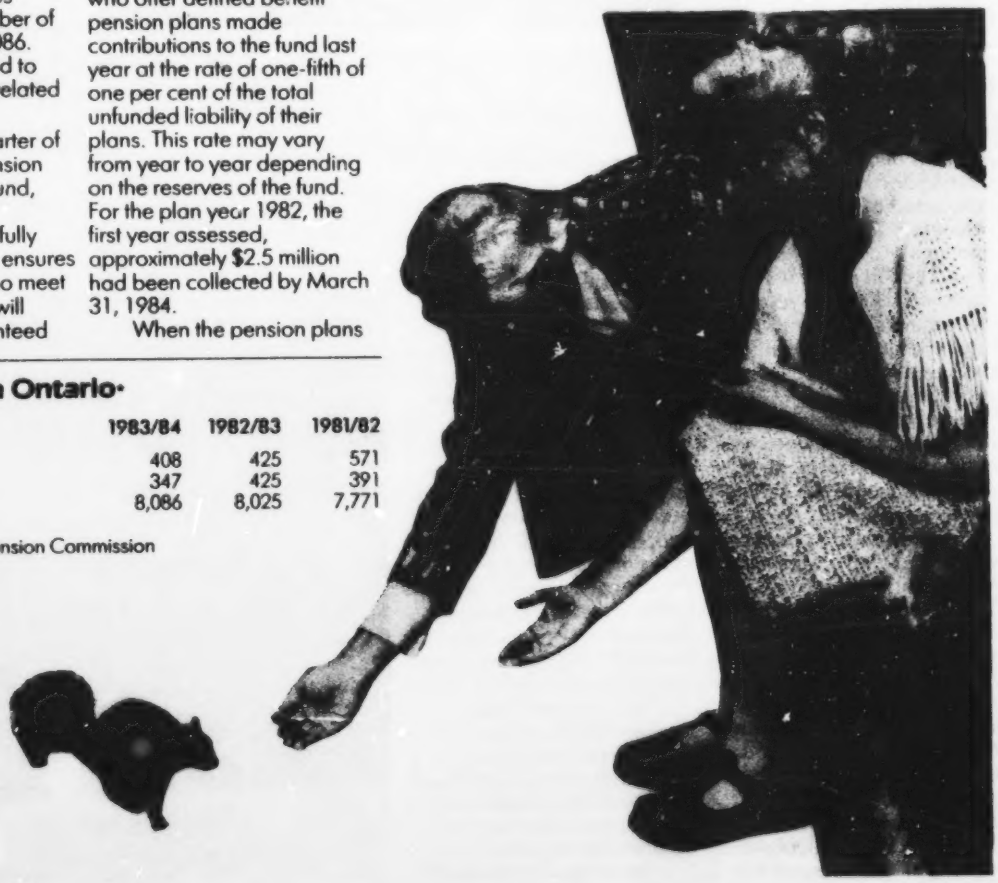
Commission Chairman:
J. C. Maynard
Superintendent of Pensions:
G. P. Salamat

A total of 8,086 pension plans were registered with the commission at the end of the fiscal year.

Pension Plans in Ontario*

	1983/84	1982/83	1981/82
New plans	408	425	571
Terminated plans	347	425	391
Total plans at year-end	8,086	8,025	7,771

* as monitored by the Pension Commission

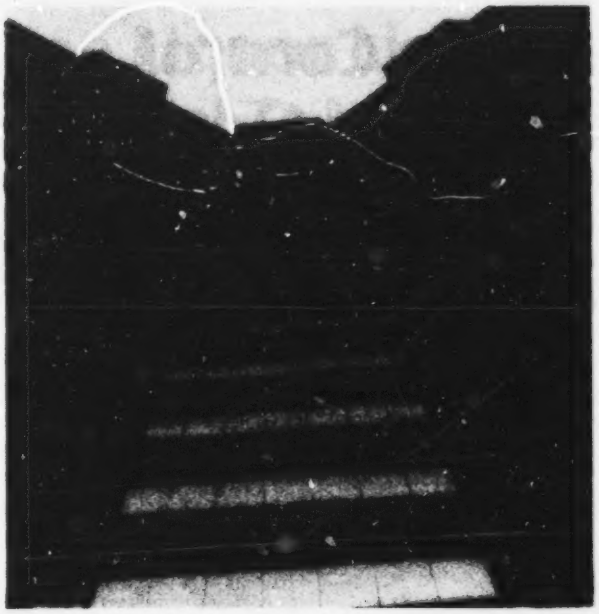


RENT REVIEW PROGRAM

Residential Tenancy Commission

Established in 1979, the Residential Tenancy Commission (RTC) is responsible for the rent review program, which restricts rent increases on certain residential properties. Landlords are required to obtain the commission's approval for rent increases exceeding six per cent, while tenants can challenge any increases, including those within six per cent. Tenants who have been paying increases judged improper can apply to the commission for a rent rebate.

The commission is also responsible for providing information about the residential rental aspects of the Landlord and Tenant Act.



Highlights

The 44 RTC commissioners, working from 21 offices, travel the province to hear landlord or tenant applications for review of rent increases. About 2,000 applications for increases exceeding six per cent were received from landlords, representing fewer than 77,000 rental units, less than half the totals for the preceding year. The average rent increase allowed in these applications was 10.59 per cent, down from an average of 14.19 per cent in 1982-83. The number of tenants challenging proposed rent increases dropped to 852 from 1,279 in the preceding year. However, rebate applications increased to 3,135, with landlords ordered to refund about $1.2 million to tenants, more than twice the amount ordered refunded in the previous year. The average rebate ordered was $591.

More than 70 per cent of tenant applications received were successfully dealt with by commission staff through mediation. About 800 initial decisions by commissioners were appealed during the year by tenants or landlords.

The backlog of landlord-initiated applications, built up over the two previous years, was reduced from 1,978 cases outstanding at the beginning of the fiscal year to fewer than 565 at the end. In addition to applications, RTC staff handled 311,881 inquiries from the public on rent increases and other landlord-tenant matters. The RTC enforced the program by laying charges in a number of cases. All charges laid during the year for breach of commission orders or for filing false information to the commission resulted in convictions and significant fines. A contempt action, launched against several companies and individuals in a particular case, was still before the courts by the end of the fiscal year. The Residential Complexes Financing Costs Restraint Act, passed in 1982, helped keep rent increases down, as did a slackening of inflation. Under this act, the RTC cannot grant landlords more than a five per cent rent increase per year to offset financing costs of the purchase of a rental building.

Commission representatives spent considerable time during the fiscal year providing information to, and appearing before, the Commission of Inquiry into Residential Tenancies, which is headed by Stuart Thom, Q.C.

A number of training and development courses for commission personnel were also held during the year.

Commission staff over the year numbered 151 in addition to 44 commissioners.

Acts administered by the commission:
Residential Tenancies Act
Residential Complexes Financing Costs Restraint Act

Chief Tenancy Commissioner:
P.C. Williams

Finances and Activities

	1983/84	1982/83
Expenditures	$7,735,100	$6,502,450
Landlord Initiated Applications	2,074	5,442
Number of rental units involved	76,839	189,952
Average increase granted	10.59%	14.19%
Average increase requested	19.68%	20.94%
Tenant Initiated Reviews		
Rent reduction applications	852	1,279
Rebate applications	3,135	2,474
Total rebates granted	$1,200,000*	$500,000
Average rebate granted	$591	$450
Appeals requested	798	725
Inquiries answered	311,881	271,151

*This figure is approximate.

LIQUOR LICENCE AND CONTROL PROGRAM

Liquor Control Board of Ontario

Formed in 1927 and established as a Crown corporation in 1975, the board controls the sale and transportation of liquor throughout the province, establishes government liquor stores and purchases products for sale to the public. The board also controls and supervises the marketing methods of liquor manufacturers and tests all products sold to the public.

Highlights

The 601 LCBO retail outlets had sales of $1.5 billion with a net income of $542 million compared with $1.47 billion and $523 million, respectively, during the previous fiscal year. Total beer, wine and spirits sales in 1983-84 reached $2.6 billion, including $1.1 billion in sales through Brewers' Retail stores and an additional $41 million through wine stores. Details of the board's operations for the 1983-84 fiscal year are contained in its annual report. Copies are available from the LCBO at 55 Lake Shore Boulevard East, Toronto, Ontario M5E 1A4.

During the board's 58th year of operation, four new stores were opened and 11 others were relocated to provide more attractive retail space. Twelve stores were converted from counter-style operations to self-serve outlets and 84 per cent of LCBO stores are now self-serve.

A distribution depot was opened in Hamilton to serve Hamilton-Burlington region licencees and provide home delivery. Construction was completed on a new storage-distribution facility in Whitby, scheduled to go into operation during 1985.

Selected rare wines were made available in 13 outlets, including stores in Hamilton, Kingston, London and Thunder Bay. Rare wines and spirits stores had previously been established in Toronto and Ottawa.

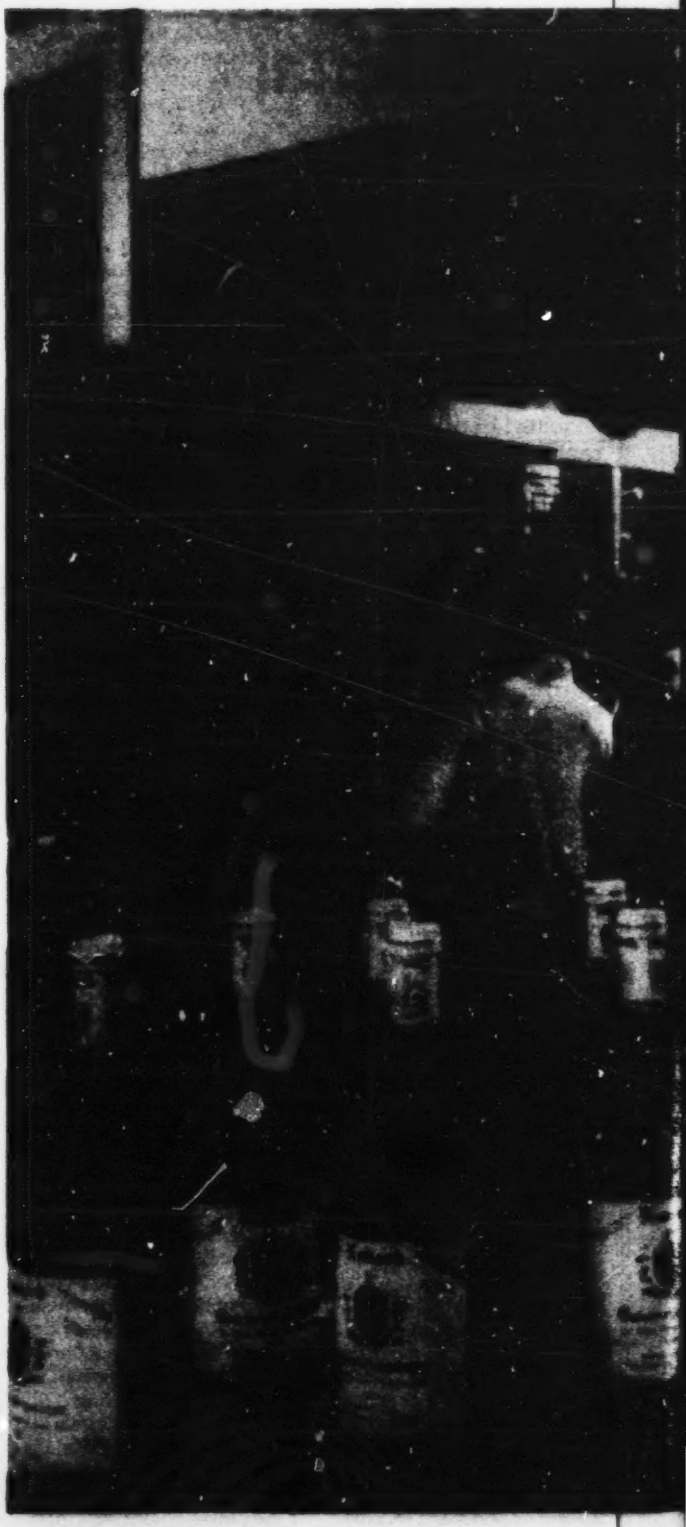
Act administered by the LCBO:
Liquor Control Act

Chairman:
W.J. Bosworth
General Manager:
F.A. MacInnis

Product Listings

Total general listings	2,359
Rare wines and spirits listings	519
Duty-free listings	57
Total LCBO listings	2,926

As of March 31, 1984



The Liquor Licence Appeal Tribunal

The tribunal provides an independent appeal process for the review of certain decisions made by the Liquor Licence Board of Ontario (LLBO). If, for example, the LLBO refuses to issue, renew or approve the transfer of a licence or permit, or proposes to suspend or revoke a licence or permit, the aggrieved party has the right to appeal to the tribunal. Appeals are heard by a panel comprised of a chairman, a permanent panel member and an industry representative.

Highlights

There were 26 applications for hearings. Including cases carried over from the previous year and those settled or withdrawn, the tribunal handled 44 cases during the year. Written decisions and rulings were rendered on 14, another 12 were settled without formal hearing and 18 were in progress at year's end. Summaries of tribunal decisions are published each calendar year.

Under legislation introduced during the 1983-84 fiscal year, the Liquor Licence Appeal Tribunal (LLAT) and the Commercial Registration Appeal Tribunal (CRAT) are to be merged. Both bodies will continue operating under the name CRAT.

Act giving jurisdiction to the tribunal:
Liquor Licence Act

Chairman:
John Yaremko, Q.C.

Registrar:
Audrey Verge

Previously located only in Toronto and Ottawa, rare wines and spirits stores have been added in 13 Ontario locations, including Kingston, Hamilton, London and Thunder Bay.

Liquor Licence Board of Ontario

The board licenses and regulates premises selling beer, wine or spirits. Established in 1946 and reorganized as a Crown corporation in 1975, the board issues, transfers and, where necessary, revokes liquor licences for restaurants, hotels, resorts and other establishments. The board monitors all forms of alcoholic beverage advertising, licenses all manufacturers of beer, wine and spirits and issues Ontario Photo Cards.

Highlights

The board collected $236 million in revenue. The granting of 159,000 special occasion permits across the province accounted for $3.4 million of that total but licence fees were the primary source of revenue. The board undertook more than 9,300 inspections of licensed establishments, along with 36,754 spot checks. Nearly 76,000 residents received Ontario Photo Cards last year, bringing the total number issued to date to 525,290.

After an 18-month trial period, the board concluded that the licensing of the sale of draft beer during professional sports events at Toronto's CNE Stadium, Ottawa's Lansdowne Park and Hamilton's Ivor Wynne Stadium should be continued. New regulations limit possession to no more than two cups of beer per person and require beer sales to be terminated earlier than during the trial period.

Earlier in the fiscal year, the Supreme Court of Ontario ordered the Arlington Hotel, near Woodstock, to pay $632,000 to a youth paralyzed for life in a car crash. The court found the hotel partly to blame for serving beer to the under-age victim and the driver of the car prior to the accident, when both were intoxicated. Under the Liquor Licence Act, it is an offence to serve alcohol to a minor or an inebriated customer. The judgment underlines the responsibility of establishment owners and bartenders to limit the amount patrons drink.

Act administered by the board:
Liquor Licence Act

Chairman:
Willis L. Blair

LLBO Finances and Activities

	1983-84	1982-83
Revenue	$236.2 million	$210 million
Expenses	$ 6.5 million	$ 6.5 million
Total licensed establishments	10,286	9,584
Hearings held	276	264
Licences suspended	63	62
Licences revoked	154	178

REGISTRAR GENERAL PROGRAM

The office registers births, deaths and marriages, and issues certificates of those events. It also keeps adoption, divorce, name change and declarations of parentage records and provides statistical information to groups such as schools, hospitals and researchers.

Highlights

During the 1983 calendar year, 410,530 certificates, certified copies, genealogical statements and "no record" letters were issued.

Revenue collected during 1983 totalled $3,272,555, including $2,138,970 in revenue from searches and certificates issued, an increase of 4.7 per cent from 1982.

Final numbers for 1983 will not be available until the end of 1984 as events can be registered for up to one year after they occur. However, indications are that the numbers of 1983 births, deaths, stillbirths and marriages will surpass those of the two preceding years (see comparative data table).

There were 4,187 adoption orders filed during the year. A total of 529 children were registered in the combined, hyphenated surname of the father and mother.

Birth certificates issued for children younger than five years of age totalled 108,555 or 38.8 per cent of all birth certificates issued. When a child is born, parents automatically receive a "Notice of Birth Registration".

Among other things, it may be used to apply for the child's birth certificate. This has encouraged parents of nearly half the children born to apply for certificates during the year of birth, substantially reducing the number of applications made as children enter school.

The computerized Vital Statistics Information System continues to speed the registration and certificate-issuing process.

Registration information, retrieved from the computer, can be quickly and automatically printed on certificates that are then mechanically stuffed into envelopes and mailed. The data processing system regularly provides indices and statistical information that are supplied to Statistics Canada.

Any federal government publications relating to Ontario vital statistics utilize data provided by this office.

Acts administered by the program:
Marriage Act
Vital Statistics Act

Deputy Registrar General:
R. E. Drapkin

Although some births which took place in 1983 may not yet be registered, current statistics compiled by the Registrar General's office, show at least 129,547 babies were born in Ontario that year. The branch also keeps records of marriages, deaths and other events.

Comparative Birth, Death, Marriage and Certificate Data

	1983	%*	1982	%*	1981	%*	1980
Births	129,547	1.1	128,177	2.2	125,370	1.8	126,137
Birth Certificates	279,467	0.2	279,043	1.1	282,234	5.6	298,907
Deaths	67,301	3.3	65,133	1.4	64,253	2.5	64,191
Death Certificates	25,793	-12.3	29,411	- 3.0	30,285	- 6.8	32,503
Marriages	70,633	- 3.0	72,800	1.9	71,413	3.7	69,957
Marriage Certificates	36,908	31.7	28,021	- 1.9	28,561	- 1.7	29,064
Certified Copies	50,245	5.8	47,480	5.0	45,239	- 2.0	46,139
No-Record Letters	9,678	- 2.8	9,954	1.0	9,855	- 2.2	10,082
Genealogy	8,439	4.9	8,045	-12.1	9,156	11.3	- 8,223

*Refers to annual variance

PROPERTY RIGHTS PROGRAM

Property Rights Division

The division maintains records of all registered land transactions through its 65 land registry offices and keeps track of all liens and securities registered against personal property. The division has three main branches: Real Property Registration Branch, Personal Property Security Registration Branch, and Legal and Survey Standards Branch. The Land Registration Improvement Project, which will computerize the land registration system, is also a responsibility of the division.

Real Property Registration Branch

The branch maintains a variety of records relating to ownership of and encumbrances on real property.

Highlights

Land transactions reached record volumes. Registrations for mortgages, deeds and other documents totalled 1.3 million for the year, an annual record and an increase of 22 per cent over the previous year. New documents received during the year filled almost 400 filing cabinets.

Legislation intended to improve and modernize Ontario's land registration system was introduced in December, 1983. Under the Land Registration Reform Act, land registration documents will be shortened and standardized, record-keeping automated and a new property mapping system adopted.

New offices were opened in Cochrane and St. Catharines. Planning is in the advanced stages for new buildings in North Bay, Glencoe and Bracebridge, while construction is under way on a new building in Ottawa.

Personal Property Security Registration Branch

The branch registers liens and similar claims against personal property to facilitate the sale of the property or to permit the making of loans on the security of the property. The branch also offers an inquiry service for persons wishing to determine whether property has been pledged as security.

Highlights

The security registration system processed more than 1.3 million registrations and responded to 647,000 inquiries, compared to the 1.1 million registrations and 575,000 inquiries processed during the previous year. The increase in inquiries is attributed to greater awareness of the branch on the part of the business and financial communities and the general public.

The Personal Property Security Act is being reviewed by an advisory committee under the chairmanship of lawyer Fred M. Catzman. The review is expected to be completed during the next fiscal year. The act has served as a model for similar legislation, either proposed or enacted, in four other provinces.

Legal and Survey Standards Branch

Under the Land Titles Act, the Registry Act, the Condominium Act, the Boundaries Act and the Certification of Titles Act, the branch is responsible for the legal quality of land registration records in the province. It confirms the location of boundary lines that have been lost or obliterated and provides quality control for surveys, plans and descriptions of land in land registry offices.

Highlights

During the latter half of the fiscal year, the branch introduced the registration of bilingual deeds in the registry divisions of Sudbury and Prescott. In-depth legal audits of both land titles and registry offices continued, promoting a higher standard of accuracy and uniformity of procedures.

Land Registration Improvement Project

The Land Registration Improvement Project continued to develop and implement POLARIS (Province of Ontario Land Registration Improvement System).

Highlights

A self-serve document microfilm system for land title records was introduced at the Whitby registry office to reduce work involved in storing, filing and retrieving paper documents. This system is already in use in Newmarket, Milton and Hamilton.

A prototype computer system, comprising a computerized property mapping system and an automated, property index system, has been successfully used by staff in the Woodstock registry office for the last year in tandem with the traditional paper system. Introduction of this system to the public is expected in the next fiscal year when enabling legislation is passed.

Subdivision plans are currently being searched and, where possible, certified. This will eliminate the need to search title prior to the certification date. More than 20 per cent of all certifiable plans in the province have now been finalized.

Acts administered by the division:
Bills of Sale Act
Boundaries Act
Certification of Titles Act
Condominium Act
Land Titles Act
Personal Property Security Act
Registry Act

Provincial Property Registrar:
B. F. Webber

Director, Real Property Registration Branch:
V. S. McCutcheon

Director and Registrar, Personal Property Security Branch:
T. M. Rundle

Director, Legal and Survey Standards Branch:
R. E. Priddle, Q.C.

Director, Land Registration Improvement Project:
N. K. Harris

The certification of subdivision plans will eliminate the need for lengthy title searches.

PUBLIC ENTERTAINMENT STANDARDS PROGRAM

Lotteries Branch

In co-operation with municipalities, the Lotteries Branch licenses and controls all non-government charitable gaming in the province. Licensing activities are aimed at ensuring lotteries are run fairly and proceeds are used only for community improvement programs.

Highlights

Consumers spent an estimated $420 million trying their luck on various gaming events—$66 million more than the estimated $354 million spent during the previous year.

Bingo continues to grow in popularity. Players spent more than $250 million during the year, a 25 per cent increase from 1982-83. Approximately $125 million was returned to the public in prizes and the remainder was used for operating costs and charitable donations.

More than 1,500 Monte Carlo nights, featuring wheels of fortune and blackjack tables with a $1 betting limit, were licensed during the year while Ontarians attending fall fairs tried their luck at 1,800 licensed games of chance.

Through the combined efforts of charities and licensing authorities, significant operational cost reductions were achieved in bingo during the year, resulting in proportionately greater amounts being raised for charitable projects.

The number of large prize lotteries increased during the year with new houses being the most popular prize offered.

The world's largest bingo was held at the Canadian National Exhibition in Toronto. More than 15,000 players competed for a total prize package of $275,000.

Acting Director:
D. F. Speight

Consumers spent more than $420 million trying their luck at charitable games of chance during the past fiscal year.

Theatres Branch

The Theatres Branch monitors public safety in movie theatres and, through the Ontario Censor Board, classifies and approves all film for public viewing.

This system of control ensures that all films exhibited to the Ontario public are consistent with perceived community standards. The widely publicized classification system used by the board is designed to protect young people from unsuitable film content and provide content information to movie goers.

Regular inspections of theatres and licensing of distributors, exhibitors and projectionists also fall under the jurisdiction of the branch.

Highlights

The Ontario Censor Board, an appointed public body made up of 14 part-time members and a director, reviewed more than 2,300 films during the fiscal year. Twenty-two films were not approved for distribution and 136 required editing.

Branch inspectors made 1,686 visits to 568 theatres and exhibition venues. Nearly 300 minor violations of the Theatres Act, relating to age and safety, were corrected as a result of inspections. Since the branch assumed responsibility for theatre safety in 1911, not a single serious accident or death has been reported in an Ontario theatre.

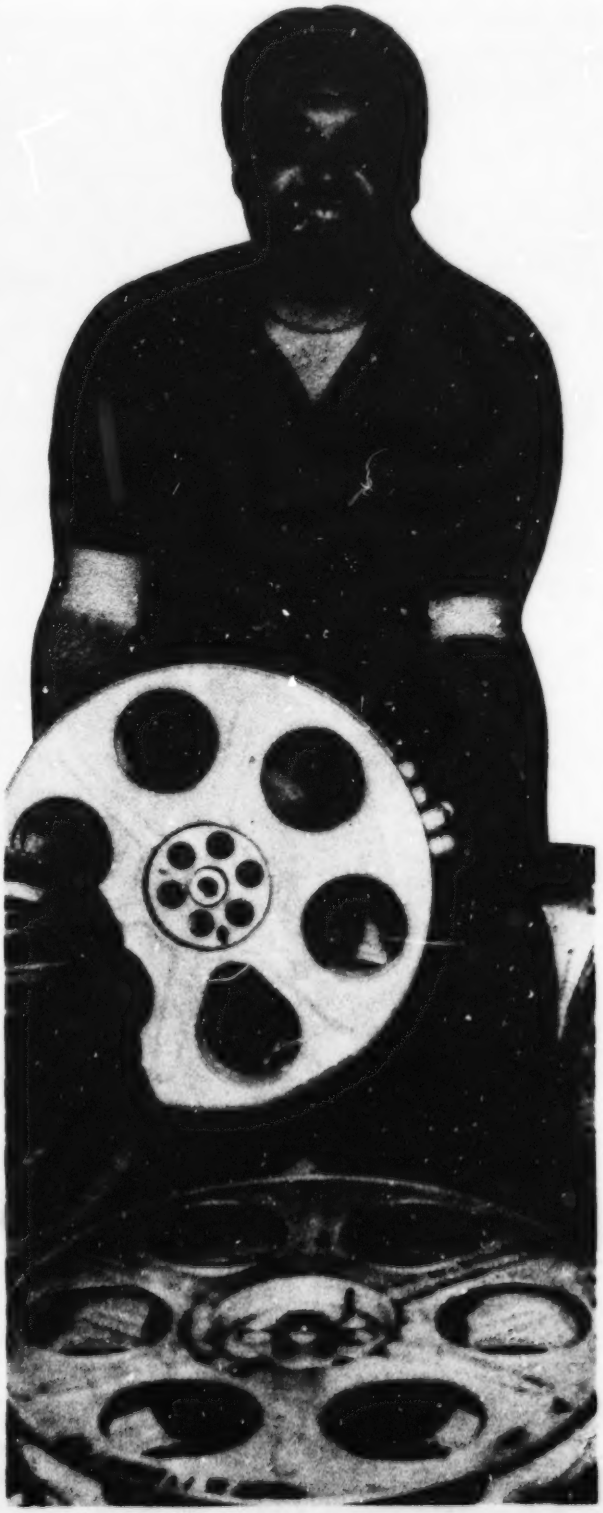
The expanding use of video cassettes as an entertainment medium resulted in a marked increase in the number of inquiries on classification of film from the public, libraries and schools. More than 500 inquiries to the branch concerning almost 3,000 titles were recorded.

Members of the board attended many public meetings across the province to outline procedures used in classifying and censoring film for public exhibition and to explain their role in applying community standards to film content. Citizen surveys helped to define the standards.

The legality of the Theatres Act under the Charter of Rights was under challenge in the courts at year's end. Proposals for major amendments to the legislation were still under development but in the meantime, the board's role continued unchanged.

Act administered by the branch: Theatres Act

Director: Mary Brown



In its small Toronto screening room, the Ontario Censor Board reviewed more than 2,300 films during the fiscal year to ensure they were consistent with perceived community standards.

Office of the Athletics Commissioner

The office was established in 1928 to ensure good conduct in professional boxing and wrestling in Ontario and protect the safety of all participants. The office approves and assigns judges, referees, timekeepers and physicians for all professional boxing matches.

Highlights

The Office of the Athletics Commissioner sanctioned 16 boxing and 63 wrestling shows. Arrangements were also made to approve the first World Jr. Welterweight Championship bout to take place in Canada. There are 99 boxers and 63 wrestlers licensed to fight in Ontario.

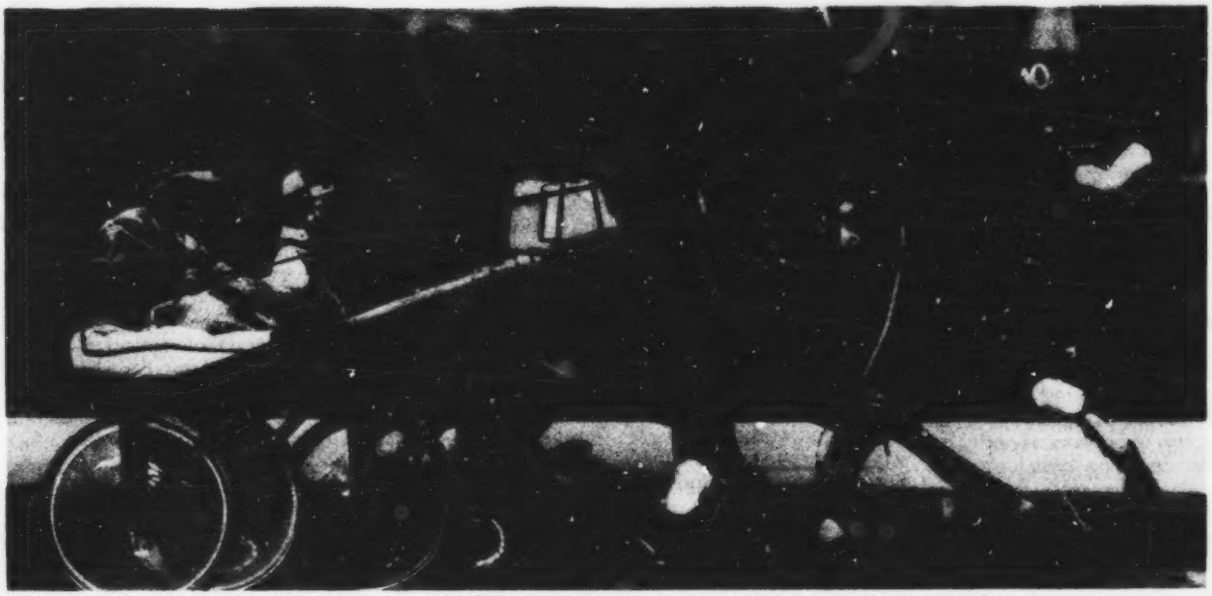
Revisions were made to regulations under the Athletics Control Act, following the report of the committee appointed to review kickboxing and full-contact karate. The committee examined the effectiveness of the control measures the Ministry of Consumer and Commercial Relations has imposed upon professional boxing. One of its recommendations was that kickboxing and full-contact karate not be banned but, instead, be carefully regulated and monitored along with conventional boxing to gather data on injuries.

The committee also recommended that the data be reviewed by the government in the future and a decision made regarding the continuation of these activities. At the end of the fiscal year, the revised regulations were at the review stage.

Act administered by the commissioner:
Athletics Control Act

Commissioner:
Clyde Gray

There are 99 boxers and 63 wrestlers licensed by the Office of the Athletics Commissioner to fight professionally in Ontario.



Wagers on horse racing in Ontario brought in about $61 million in tax revenue for the province last year. Most aspects of the industry are controlled by the Ontario Racing Commission.

Ontario Racing Commission

The seven-member commission endeavors to ensure the fair and safe operation of Ontario's race tracks by regulating and co-ordinating most aspects of the industry. The Racing Commission Act gives the commission authority to license all participants, take disciplinary action when necessary, set race dates and control most other industry matters. However, the federal department of agriculture has responsibility for parimutuel betting, urine testing of horses and monitoring races with video cameras.

Highlights

The commission held 32 formal meetings to discuss regulations, conduct business and deal with licensees' hearings and appeals. More than $822 million was wagered on thoroughbreds, standardbreds and quarter horses last year, during a record number of 1,924 race dates. Bets placed in Ontario accounted for about half the national industry total of $1.67 billion. About $61 million was collected in provincial taxes at a rate of seven or nine per cent, depending on the type of betting involved. At least two cents of every dollar wagered is returned to the racing industry. In 1983, nearly $19.7 million went back to the industry through supplemental purses, the Ontario Sires Stakes program, promotion and grants for equine research projects.

The University of Guelph's veterinary college was granted $170,500 to help establish a new equine research centre and carry out studies on such problems as foal pneumonia.

The commission cracked down on drug and alcohol abuse at the tracks last year through increased use of fines and suspensions. Laboratory tests uncovered 77 incidents of horses being administered banned substances prior to racing. Fines of $500 and suspensions for as long as six months were ordered in some cases. Although the federal government is responsible for the lab testing, it is the ORC's job to prosecute offenders and collect fines in Ontario.

Spot checks for alcohol use by jockeys and standardbred drivers also became more common. Failure to pass a breathalyzer test before a race can result in licence suspensions and/or fines.

The top 50 yearlings sired in Ontario sold for a total of $3.8 million last year. Their average sale price increased by $7,040 to $75,840. Only 10 years ago, a top yearling sold for an average of $23,634. This increase is largely due to the success of the Ontario Sires Stakes program.

Further details on ORC activities can be found in an annual statistical report produced by the commission.

Act administered by the commission:
Racing Commission Act

Chairman:
N. E. Hardy
Director:
W.R. McDonnell

TECHNICAL STANDARDS PROGRAM

The division is comprised of four branches: Fuels Safety; Pressure Vessels Safety; Elevating Devices; Upholstered and Stuffed Articles.

Fuels Safety Branch

The branch is responsible for the safe storage, transportation and dispensing of gasoline, fuel oils, natural gas, propane and associated products, as well as the safety of appliances and devices using these fuels.

Highlights

Branch staff undertook 14,201 field inspections, issued 25,773 certificates and 14,138 licences and processed 3,892 registrations.

The branch developed new regulations for the use of propane and compressed natural gas (CNG) in motor vehicles. There are now more than 50,000 propane vehicles in the province. While the vast majority are considered as safe as gasoline-powered vehicles, problems have been identified.

New standards written by the branch will call for improved fuel lines and tank and fuel-line enclosures for vehicles with the fuel tank mounted in the trunk. The branch worked with the Ministry of Transportation and Communications to set up a propane vehicle inspection program to begin in 1984. To obtain fuel under the program, owners of propane vehicles will require windshield stickers indicating the vehicle has passed inspection.

The branch continued to search for abandoned underground gasoline tanks and to develop strategies for their removal. A major pilot project to locate all disused tanks in the Toronto area was carried out. There is concern that the tanks will rust through, leaking gasoline and creating an environmental or fire hazard.

Arrangements were made with 15 community colleges to take over the testing of individuals applying for technician certificates. Branch staff works closely with colleges to maintain the high standards of Ontario's gas fitters, oil-burner mechanics and propane fitters.

Pressure Vessels Safety Branch

To ensure safety, the branch approves the design, construction and installation of boilers and pressure vessels. The branch is divided into two sections: the engineering group, which approves and registers designs for boilers, pressure vessels and piping; and the inspection staff, which checks materials, methods of construction and quality assurance of welding at various stages during construction.

Highlights

Branch staff reviewed 2,280 new designs and registered 1,062 welding procedures and six new quality assurance programs. Twenty existing programs re-qualified for registration.

Staff also inspected 2,552 installations, checked 2,388 repairs, made 5,315 periodic inspections in operating plants and tested the abilities of 18,487 welders.

The Operating Engineers Section, which monitors the operation of power plants, issued 2,311 new operating engineer's certificates of qualification and renewed another 9,597.

A decrease in major construction projects lowered the demand for pressure vessels in Ontario. But this decline, as far as the branch workload was concerned, was offset by the increased need for inspections caused by the rapid development of propane use in vehicles.

Approximately 40,000 propane tanks were inspected to ensure that design, materials and manufacturing processes met rigid safety standards.

Branch staff also worked on the development of fuel-tank standards for compressed natural gas.

Amendments to the Boilers and Pressure Vessels Act made during the fiscal year allow repairs to be made to certain insured vessels without the presence of a branch inspector. If the plant in which the vessel is located is always open, the chief inspector of the branch may allow repairs to be made under the supervision of a qualified insurance company inspector.

Elevating Devices Branch

The branch inspects elevators, escalators, moving walkways, ski lifts, chair lifts, and industrial hoists and lifts to ensure safety of these devices.

Highlights

The branch carried out 30,000 inspections of elevating devices.

The number of regions was reduced from five to three, allowing greater uniformity of inspection methods. The change will also allow inspectors more time for the training that keeps them in tune with technological advances.

The branch developed a study that will assess the safety of amusement rides and go-kart operations in the province. Information gathered from a municipal questionnaire and field inspections will lead to recommendations including possible provincial regulations for these operations.

Branch staff is working with other jurisdictions at the national and international levels to develop new safety standards for lift devices used by the handicapped.

A computer acquired by the division aided inspections and was used to process and analyze accident and incident data.

Upholstered and Stuffed Articles Branch

The branch registers the 3,000 manufacturers that sell stuffed articles in the province and requires them to fasten content disclosure labels to their products to prevent the use of unclean or second-hand filling in upholstered and stuffed articles.

Highlights

The branch conducted 3,347 inspections and 711 tests of filling materials.

The number of articles removed from sale at retail outlets decreased to 20,100 from 34,000 the previous year and 56,000 in 1981-82.

Importers and manufacturers were encouraged to contact the branch when there was any doubt about new product lines from overseas. Staff visited 12 trade shows to offer advice on provincial requirements and also participated in the development and approval of a new Canadian General Standards Board standard for the determination of composition of mixtures of feathers and down by mechanical sorting.

Acts administered by the division:
Boilers and Pressure Vessels Act
Elevating Devices Act
Energy Act
Gasoline Handling Act
Operating Engineers Act
Upholstered and Stuffed Articles Act

Executive Director:
G. H. Mills
Director, Pressure Vessels Safety Branch:
J. H. Wright
Director, Elevating Devices Branch:
G. T. Smith
Director, Fuels Safety Branch:
J. B. Patterson
Director, Upholstered and Stuffed Articles Branch:
J. D. MacDougall

The ministry's Elevating Devices Branch has developed a study to assess the safety of amusement rides and go-karts in Ontario.

SUPPORT SERVICES DIVISION

Four branches function under the division umbrella: Internal Audit; Finance, Systems and Administrative Services; Personnel Services and Communications Services.

Internal Audit Branch

The branch is responsible for reviewing and appraising the ministry's financial, administrative and operational programs for adequate controls; compliance with existing legislation and directives; and efficient and economic utilization of resources. The branch works with the Office of the Provincial Auditor to ensure that formal responses to provincial audit reports are made in a consistent manner.

Highlights

Twenty-seven internal audits were finalized, including financial and administrative activities, electronic data processing and comprehensive, value-for-money program reviews.

The most notable audit undertaken during the year was the internal review of Loan and Trust Administration, Financial Institutions Division. The review has since become a public document.

The branch participated in the development of several electronic data processing systems and responded to requests for management studies and critiques of draft policies and regulations.

Finance, Systems & Administrative Services Branch

Through planning, reporting and control systems, the branch facilitates effective and efficient resource management within the ministry.

Highlights

During the year, the Administrative Services Section implemented a local purchasing system across the ministry to permit greater flexibility in utilizing local suppliers.

The section was involved in the relocation of three land registry offices, 10 Residential Tenancy Commission offices and three regional offices. The moves enhanced customer service.

In the revenue office, the Quality of Working Life (QWL) program has resulted in organizational redesign. According to the QWL philosophy endorsed by the branch, a person should have the freedom to make decisions in a job that offers variety, a feeling of contribution and the opportunity to develop and expand skills. The group has been actively involved in giving QWL presentations to a variety of government agencies and industries. Implementation throughout the ministry is also being explored.

Personnel Services Branch

The branch manages the ministry's personnel needs through recruitment and staff development. Payroll, affirmative action initiatives and employee-management relations also fall within the branch's mandate.

Highlights

Significant achievements by the branch include the negotiation of a new agreement with Ontario Public Service Employees Union on the provision of safety equipment and protective clothing to employees throughout the ministry. The branch also established five new employee relations committees and assisted in the development of a QWL philosophy statement and subsequent agreement signed by the ministry and OPSEU. Line managers and staff were offered training programs in hiring, staff relations, job description writing and management seminars.

The branch co-ordinated the placement of more than 200 students in seasonal experience programs, exchanges and university co-operative programs.

The branch also conducted a two-day Affirmative Action Conference for regional field staff and co-ordinated skills development programs and initiatives for women in the ministry.

In a highly visible storefront operation, the Consumer Information Centre provides information to the public on every area of ministry involvement. In 1983/84, the centre handled more than 117,000 inquiries.

Communications Services Branch

The News and Information Section and the Consumer Information Centre combine to form the branch. News and Information keeps the media, public, business community and ministry employees up-to-date on ministry programs and activities. The Consumer Information Centre provides a bilingual, toll-free telephone inquiry service and maintains libraries of consumer and legal literature. The centre also offers professional development for educators and produces educational materials.

Highlights

The Consumer Information Centre handled more than 117,000 inquiries, either by telephone, through the mail, or in person at its storefront operation at 555 Yonge Street, Toronto.

News and Information staff responded to 2,500 telephone inquiries mostly from the media. The section wrote more than 100 news releases during the year and also produced a wide variety of brochures and booklets on topics as diverse as home repairs and mail order fraud. More than 330,000 English and French brochures were distributed during the year.

The completion of the pre-school consumer education kit entitled **Consumers: Start Young!** was among the major accomplishments of the centre's Education Outreach Program. The kit, released in May, 1984, recognized pre-schoolers as budding consumers and was jointly funded by Proctor and Gamble Inc. and the ministries of Community and Social Services and Consumer and Commercial Relations.

A case study, entitled **The Purchase,** was prepared for high school teachers and adult educators.

The past year also saw the re-introduction of Consumer Quarterly, a publication designed for supervisors, community information centres, adult educators and ministry staff.

The News and Information Section organized a number of press conferences during the year, including one for the release of the white paper outlining proposals for the revision of loan and trust legislation and administration in Ontario.

The section also initiated a safe diving publicity campaign and continued to issue consumer warnings on numerous practices, including the safe use of propane and the installation of chimney liners.

Executive Director:
H. A. Vanner
Director, Internal Audit:
J. H. MacPherson
Director, Finance, Systems and Administrative Services:
D. H. Rivet
Director, Personnel Services Branch:
D. S. Nagel
Director, Communications Services:
W. D. MacDonald

FINANCIAL STATEMENT

Revenues

	1983-84 $	%	1982-83 $	%
Ministry Administration Program	255,847	0.03	58,056	0.02
Commercial Standards Program				
Securities Commission	1,498,269	0.18	1,247,220	0.5
Pension Plans	627,805	0.08	606,737	0.2
Financial Institutions	1,403,163	0.17	1,701,440	0.6
Companies	9,080,365	1.10	8,304,280	3.1
Business Practices	2,724,778	0.33	1,471,045	0.6
Sub-Total	15,334,380	1.86	13,330,722	5.0
Motor Vehicle Accident Claims	9,858,171	1.20	8,899,609	3.3
Security Bonds	487,983	0.06	680,533	0.3
Security Deposit – Foreign Lands	119,531	0.01	116,730	0.04
Total	25,800,065	3.13	23,027,594	8.6
Technical Standards Program				
Operating Engineers	240,928	0.03	302,074	0.1
Pressure Vessels	1,659,963	0.21	1,475,038	0.5
Elevating Devices	1,997,785	0.24	1,874,729	0.7
Fuels Safety	1,176,617	0.14	1,067,686	0.4
Building Code	N/A	N/A	4,200	0.0
Upholstered & Stuffed Articles	189,341	0.02	183,496	0.1
Total	5,264,634	0.64	4,907,223	1.8
Public Entertainment Standards Program				
Regulation of Horse Racing	1,429,725	0.18	1,455,536	0.5
Theatres, Lotteries & Athletics Commissioner	1,261,722	0.15	1,139,358	0.5
Sub-Total	2,691,447	0.33	2,594,894	1.0
Security Deposit – Athletics Commissioner	1,200	0.00	500	0.0
Total	2,692,647	0.33	2,595,394	1.0
Property Rights Program				
Real Property Registration	23,429,273	2.84	19,476,884	7.2
Personal Property Registration	6,776,219	0.82	5,878,855	2.2
Sub-Total	30,205,492	3.66	25,355,739	9.4
P.P.S.R. Assurance Fund	574,605	0.07	653,111	0.2
Total	30,780,097	3.73	26,008,850	9.6
Registrar General Program				
Registrar General	3,443,699	0.42	3,084,307	1.1
Total	3,443,699	0.42	3,084,307	1.1
Liquor Licence Program				
Liquor Licence Board	236,239,520	28.65	210,039,229	77.9
Total	236,239,520	28.65	210,039,229	77.9
***Liquor Control Board of Ontario**				
Liquor Control Board of Ontario – Profits	520,000,000	63.07	N/A	N/A
Total	520,000,000	63.07	–	–
Ministry Total Revenues	824,476,509	100%	269,720,653	100%

*Responsibility for reporting profits from the Liquor Control Board of Ontario was transferred from the Ministry of Revenue as of April 1, 1983.

Expenditures

	1983-84 $	%	1982-83 $	%
Ministry Administration Program	7,841,225	5.4	6,831,802	5.5
Commercial Standards Program				
Securities Commission	5,592,980	3.8	4,551,692	3.7
Pension Plans	968,279	0.7	887,259	0.7
Financial Institutions	19,938,655	13.6	9,939,069	8.0
Motor Vehicle Accident Claims	–	–	–	–
Companies	2,499,227	1.7	2,266,775	1.8
Business Practices	5,764,913	3.9	5,394,361	4.3
Commercial Registration Appeal Tribunal and Liquor Licence Appeal Tribunal	345,512	0.2	308,662	0.3
Investor Compensation	6,563,575	4.5	–	–
Sub-Total	41,673,141	28.4	23,347,818	18.8
Payments from Motor Vehicle Accident Claims Fund	14,580,518	10.0	16,797,944	13.5
Deposit & Trust Accounts	115,727	0.08	39,614	0.03
Security Bond Forfeiture	268,598	0.2	804,943	0.6
Total	56,637,984	38.7	40,990,318	32.9
Technical Standards Program				
Program Administration	643,700	0.4	628,625	0.5
Operating Engineers	284,261	0.2	337,288	0.3
Pressure Vessels Safety	2,505,186	1.7	2,329,018	1.9
Elevating Devices	2,222,238	1.5	2,127,572	1.7
Fuels Safety	2,919,333	2.0	2,624,350	2.1
Building Code	N/A	N/A	732,175	0.6
Upholstered & Stuffed Articles	285,885	0.2	275,859	0.2
Total	8,860,603	6.0	9,054,887	7.3
Public Entertainment Standards Program				
Regulation of Horse Racing	23,888,866	16.3	21,095,285	17.0
Theatres, Lotteries & Athletics Commissioner	960,486	0.7	867,300	0.7
Sub-Total	24,849,352	17.0	21,962,585	17.7
The Financial Administration Act	500	–	–	–
Total	24,849,852	17.0	21,962,585	17.7
Property Rights Program				
Program Administration	1,858,047	1.3	1,531,420	1.2
Real Property Registration	19,869,937	13.5	18,626,912	15.0
Legal and Survey Standards	2,200,442	1.5	2,083,612	1.7
Personal Property Registration	5,537,521	3.8	–	–
The Registry Act	1,230	–	–	–
Total	29,467,177	20.1	27,529,391	22.2
Registrar General Program				
Registrar General	4,466,928	3.0	4,913,882	4.0
Vital Statistics Act	410	–	–	–
Total	4,467,338	3.0	4,913,882	4.0
Liquor Licence Program				
Liquor Licence Board	6,590,390	4.5	6,468,742	5.2
Total	6,590,390	4.5	6,468,742	5.2
Residential Tenancy Program				
Residential Tenancy Commission	7,735,089	5.3	6,502,450	5.2
Total	7,735,089	5.3	6,502,450	5.2
Ministry Total Expenditures	146,449,658	100%	124,254,057	100%

LEGISLATION ADMINISTERED

Ministry of Consumer and Commercial Relations

Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Bills of Sale Act
Boilers and Pressure Vessels Act
Boundaries Act
Bread Sales Act
Business Corporations Act, 1982
Business Practices Act
Cemeteries Act
Central Trust Company Act, 1983
Certification of Titles Act
Collection Agencies Act
Commodity Futures Act
Compulsory Automobile Insurance Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Co-operative Corporations Act
Co-operative Health Services of Ontario Assets Protection Act, 1981
Corporation Securities Registration Act
Corporations Act
Corporations Information Act
Credit Unions and Caisses Populaires Act
Crown Trust Company Act, 1983
Debt Collectors Act
Deposits Regulation Act
Discriminatory Business Practices Act
Elevating Devices Act
Energy Act
Factors Act
Gasoline Handling Act
Guarantee Companies Securities Act
Inflation Restraint Act, 1982 (part)
Insurance Act
Investment Contracts Act
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan and Trust Corporations Act
Marine Insurance Act
Marriage Act
Ministry of Consumer and Commercial Relations Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Motor Vehicle Dealers Act
Ontario Credit Union League Limited Act, 1972
Ontario Deposit Insurance Corporation Act
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Partnerships Registration Act
Pension Benefits Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975
Prearranged Funeral Services Act
Prepaid Hospital and Medical Services Act
Racing Commission Act
Real Estate and Business Brokers Act
Registered Insurance Brokers Act
Registry Act
Residential Complex Sales Representation Act, 1983
Residential Complexes Financing Costs Restraint Act, 1982
Residential Tenancies Act
Securities Act
Theatres Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act, 1982
Travel Industry Act
Unclaimed Articles Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

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